



17<sup>th</sup> July 2023

Dear Colleague

Welcome to this week's edition of the LMC Express. The local updates for this week include:

- Kent LMC Annual Conference: 5th October 2023
- Managing patients with gender dysphoria update
- Changes to NHS complaints process: primary care services
- Out of Area Patients – clarification of ICB comms
- Manage your Mind Workshops - Introductory Sessions (Virtual)
- NHS Resolution – invitation to webinar
- 2023 Kent LMC General Practice Survey
- Webinar: Workforce and wellbeing QOF Quality Improvement (QI) module
- NHS Pensions: training session for practice managers and HR leads
- General Practice Alert State (GPAS)
- Useful Links
- Upcoming LMC Interface Meetings

### **Kent LMC Annual Conference: 5th October 2023**

We would like to invite you to join us in the afternoon of Thursday 5th October for our Annual Conference, which is FREE to attend and open to all GPs and Practice Managers across Kent & Medway. We are delighted to announce Dr Rachel Morris, Executive and Team Coach, Specialist in Resilience at Work, GP, and Host of the You Are Not A Frog podcast will be joining us as a Keynote speaker, and we will also be covering topics on Digital Innovation, Next Generation GP & Mid Career GP Opportunities, KMMS Medical Students, Wellbeing and Primary to Secondary Care interface.

For more information and to book a place click <https://www.kentlmc.org/events/15020>

### **Managing patients with gender dysphoria update**

Please find attached letter that was endorsed by Kent & Medway GP Board on the 12<sup>th</sup> July highlighting serious concern regarding the lack of commissioned non-specialist services for individuals with gender dysphoria and the burden it is placing on GPs.

### **Changes to NHS complaints process: primary care services**

From 1 July 2023, NHS complaints and community pharmacy, optometry and dental commissioning will be hosted by NHS Frimley Integrated Care Board (ICB) on behalf of all ICBs across the South East. This means that how people make a complaint about GP services is changing. If a person does not want to complain directly to a GP practice, rather than contacting NHSE, they can contact the complaints team via new contact details below:

South East Complaints Hub  
NHS Frimley ICB  
Aldershot Centre for Health  
Hospital Hill  
Aldershot

Hampshire  
GU11 1AY  
Phone number: [0300 561 0290](tel:03005610290)  
Email address: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

Practices may need to update contact details for the complaints team on their websites and patient letters.

[Read the full service update.](#)

### Out of Area Patients – clarification of ICB comms

The ICB published a process for practices to follow when seeking to remove patients that are registered outside of their practice boundary, from their list. This was communicated in the 'K&M General Practice Update' on 27<sup>th</sup> June. We are aware it has caused confusion for practices as to whether this applies to patients who are moving address and moving outside of the practice's boundary. To clarify this process **does not** apply in these circumstances and practices **do not need notify the ICB** that they have advised the patient they will need reregister with another practice due to moving to an address outside of the practice's catchment area.

### Manage Your Mind Workshops - Introductory Sessions (Virtual)

Kent Local Medical Committee have teamed up with [Manage Your Mind](#) to offer practices an exciting opportunity. We are holding free virtual introductory sessions open to any practice member wishing to learn more about the planned face to face events. The introductory sessions are being held 1-2pm on Thursday 20 July, Thursday 7 September and Thursday 14 September. These will give individuals an opportunity to understand more about the programme and experience some of the techniques first hand. To book your place on one of the introductory 1 hour sessions please click on the date below that you would like to attend.

[Thursday 20 July](#)  
[Thursday 7 September](#)  
[Thursday 14 September](#)

The exclusive 1 day programme events will be held in person across Kent and Medway and are available to all practice staff. They will start in September through to November 2023 and will be a multi-professional programme. Sessions will focus on improving mental and emotional well being using powerful breathing exercises and mindfulness techniques. The cost of attendance is £80 but the LMC will share the costs with practices, reducing the cost per participant to £40. We will roll out with four one day sessions this year and we will aim to provide further sessions in 2024 according to demand.

Manage Your Mind offers individuals an opportunity to invest in themselves, to rest, to re-centre, to re-focus and to re-energise. Participants are likely to benefit from learning new skills, breathing techniques, guided meditations and processes that help calm the mind. Studies have shown that when practiced regularly, they help improve sleep, reduce stress, depression and anxiety and improve the quality of life.

This two minute video highlights feedback from participants who have been on the extended length programme: <https://www.youtube.com/watch?v=nOmKYahRAvs>

Booking details for the 1 day event will follow shortly via the LMC. For any questions about the programme, please email: [Manage.yourmind@nhs.net](mailto:Manage.yourmind@nhs.net)

### NHS Resolution – invitation to webinar

NHS Resolution have recently published the '[Being Fair 2](#)' report which includes analysis of how claims can arise due to work-induced stress. The report highlights the importance of building a just and fair culture to support staff wellbeing and patient safety. NHS Resolution is hosting a

webinar to share the highlights of the report on 6 September 2023 between 12:30-14:00. Please see the attached flyer for details.

### 2023 Kent LMC General Practice Survey

Kent's Local Medical Committee (LMC) invites you to participate in our 2023 survey, designed to capture the current sentiment in general practice. Your active involvement will inform the work of the LMC.

We aim for inclusivity in this survey and encourage all managers and clinicians, whether they are aligned to a practice or a Primary Care Network. Each perspective offers unique insights that can help shape the vision of general practice in Kent and Medway.

Please rest assured that the survey will take approximately 10 minutes to complete. All your responses are anonymous to ensure your confidentiality.

To take part in the survey please [click here](#). The survey will remain open until 31 July 2023, and we urge you to seize this opportunity to express your views.

Your voice is vital and your feedback pivotal in steering the future direction of general practice in Kent and Medway. By working together, we can enhance the general practice experience for colleagues and patients alike.

Thank you for your time and consideration. We look forward to your valuable input.

### Webinar: Workforce and wellbeing QOF Quality Improvement (QI) module

NHS England is running the following webinar which may be of assistance to practices: A [new QOF QI module on workforce and wellbeing has been introduced for 2023/24](#). NHS England will be hosting a webinar on Wednesday 19 July from 12pm – 1.30pm for colleagues to share, learn, and develop ideas and initiatives to support the ambitions set out in this module. The webinar will include an overview of the module and its objectives and will be an opportunity to hear from colleagues who have introduced initiatives to support wellbeing in their practices. We'd also love to hear from you about any initiatives you have developed in your area. [Click here to register your place for the workforce and wellbeing QOF QI module webinar](#).

### NHS Pensions: training session for practice managers and HR leads

Kent & Medway ICS has created a programme with pensions advisors, Isio (NHS pension specialists), to raise awareness of the NHS Pension Scheme amongst all employees as an essential part of total reward, and its value in attracting and retaining staff.

There will be a series of online webinars to help develop an understanding of the scheme to better support conversations with staff to promote the pension scheme's value to staff, including the new retirement flexibilities options to better support retention of colleagues who are nearing retirement age.

The 'Pensions Basics Plus - Sessions for Employers' are aimed at practice managers, staff partners, HR, workforce and payroll managers. The sessions are free of charge and will last 90 minutes. They will cover:

- An overview of the benefits of the NHS Pension Scheme
- The new retirement flexibilities
- The McCloud Judgment

Sessions will be held on:

24th July @ 11am

26th July @ 1pm

27th July @ 9am

31st July @ 11am  
1st Aug @ 1pm  
2nd Aug @ 9am  
3rd Aug @ 1pm  
7th Aug @ 1pm  
9th Aug @ 3pm  
10th Aug @ 11am

To book a session, visit: [Pensions Basic Plus – Sessions for Employers \(office365.com\)](#)  
If you have any questions about the sessions, contact: [england.nhsreward@nhs.net](mailto:england.nhsreward@nhs.net)

## General Practice Alert State (GPAS)

Thank you to all practices that continue to provide a weekly a submission. The information you provide is invaluable in evidencing the pressure general practice is operating under.

The Kent GPAS report is now included in a National GPAS reporting dashboard and we will need to submit our Opel Status (GPAS state) into the national dashboard by 2pm every Thursday so we would ask that all practices complete their GPAS submission by noon on Thursday of each week.

Submissions continue to be completely anonymised. The LMC is not able to identify individual practices from the submissions. The only data that is shared with either the ICB or other stakeholders is aggregated at HCP or Kent and Medway level. The more practices that take part in GPAS, the more robust the evidence will be. **Collecting this data is assisting the LMC in illustrating operational pressures in general practice. The report takes less than 5 minutes to complete each week.**

We would encourage every practice to submit a report on weekly basis and to provide comments and feedback.

The LMC is able to assist with getting practices started on reporting. Information can be found on our website at [Kent LMC - General Practice Alert State \(GPAS\)](#) or please email the LMC at [info@kentlmc.org](mailto:info@kentlmc.org)

Furthermore, if you are experiencing acute operational pressures please do get in touch. **If your GPAS contact person changes or leaves the practice, please update us with the new contact person at [info@kentlmc.org](mailto:info@kentlmc.org)**

To view the latest GPAS SitRep please [click here](#)

## Useful Links

[Subscribe to Kent & Medway ICB General Practice Updates](#)  
[Previous issues of the General Practice Update available online](#)  
[Subscribe to NHSE Primary Care Bulletin](#)  
[Email Newsletters from CQC](#)

## Upcoming LMC Interface Meetings

The following meetings are taking place over the next couple of weeks. If you have any issues that you would like us to raise please email [info@kentlmc.org](mailto:info@kentlmc.org) with the title of the meeting and details of your request.

### East Kent GP Board – Thursday 10 August

Kind regards  
Kent Local Medical Committee